

Application No.: 09/893,412

Docket No.: S3632.0002/P002

AMENDMENTS TO THE CLAIMS

1. (currently amended) A diagnostic system for a printing press operation, the diagnostic system comprising:

data storage means;

a generic database containing problem solving data related to print job appearance stored on the data storage means;

a specialized database containing user-specific operations data stored on the data storage means;

an interactive data entry interface permitting a user to ~~indicate~~ describe an appearance of a print job faults and access the databases; and

a processing unit for generating and displaying possible solutions to print faults found in the appearance of the print faults job from the databases based on the print ~~faults indicated job appearance described~~ by the user.

2. (original) The diagnostic system of claim 1, wherein the interactive data entry interface includes inputs for submitting printing jobs.

3. (original) The diagnostic system of claim 2, wherein the processing unit includes precalculating capabilities for determining the appearance of the print jobs.

4. (currently amended) The diagnostic system of claim 1, wherein the interface permits a user to ~~indicate~~ describe print ~~faults jobs~~ based on problem symptoms.

5. (currently amended) The diagnostic system of claim 1, wherein the interface permits a user to ~~indicate~~ describe print ~~faults jobs~~ based on problem classification.

Application No.: 09/893,412

Docket No.: S3632.0002/P002

6. (currently amended) The diagnostic system of claim 1, wherein the interface permits a user to ~~indicate~~ describe print ~~faults jobs~~ using an image-based approach.

7. (currently amended) The diagnostic system of claim 1, wherein ~~the~~ data related to the print ~~fault job~~ is displayed in a hierarchy having a selected number of levels.

8. (currently amended) The diagnostic system of claim 1 ~~and~~ further comprising customization inputs for adding links to multimedia files including diagrams, repair procedures, supplier recommendations, and contact information to any element of the hierarchy.

9. (currently amended) The diagnostic system of claim 1, wherein an image of the print ~~fault job~~ is generated by the system based on the print job appearance described by the user and provided to the user.

10. (currently amended) The diagnostic system of claim 1, wherein the user interface can access data in the ~~database~~ databases based on a component or subcomponent of the printing press operation.

11. (currently amended) The diagnostic system of claim 1, further comprising a user input for adding cause and effect information to the ~~database~~ databases.

12. (currently amended) A system for diagnosing faults in a printing press operation, the system comprising:

a user interface for inputting a problem description of an appearance of a print job problem;

Application No.: 09/893,412

Docket No.: S3632.0002/P002

a system level database containing generic knowledge regarding the printing press operation;

a diagnostic interface for further specifying the problem; and

a user level database containing specific knowledge regarding the printing press operation,

wherein the diagnostic interface includes inputs related to symptoms, classification, or visual matches of the appearance of the print job problem.

13. (currently amended) A method of diagnosing faults in a printing press operation using an on-line interactive diagnostics system having a user interface and at least one database, the method comprising the steps of:

conducting a dynamic diagnostic session with the diagnostics system using the user interface to describe an appearance of a print job;

choosing a solution from a list of potential solutions including changes to process variable values provided from the database based on the diagnostic session; and

updating the database with the chosen solution.

14. (new) The diagnostic system of claim 1 wherein the possible solutions generated include changes to process variables and values.

15. (new) The diagnostic system of claim 6, wherein the image-based approach includes a system for displaying a plurality of fault representations.

16. (new) The method of claim 13, wherein the step of choosing a solution from a list of potential solutions includes selecting an example from a system-generated display of representations of print job faults.

Application No.: 09/893,412

Docket No.: S3632.0002/P002

17. (new) The method of claim 13, wherein the step of conducting a dynamic diagnostic session with the diagnostics system using the user interface to describe an appearance of a print job includes adjusting a visual representation displayed by the system until the visual representation matches the actual appearance of the print job.